



9200/2642

PTO/SB/21 (02-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	09/513,784	
	Filing Date	02/25/2000	
	First Named Inventor	Judkins, et al	
	Art Unit	2642	
	Examiner Name	William J. Deane, Jr.	
Total Number of Pages in This Submission	8	Attorney Docket Number	81544.005

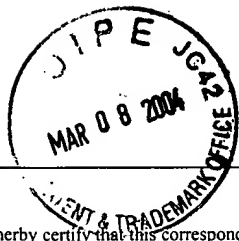
ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Technology Center (TC)
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment/Reply	<input checked="" type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Change of Correspondence Address	<input type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Terminal Disclaimer	
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Request for Refund	
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> CD, Number of CD(s) _____	
<input type="checkbox"/> Response to Missing Parts/Incomplete Application	<b>Remarks</b> Petition to Withdraw Holding of Abandonment Based on Failure to Receive Office Action	
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<div style="text-align: right;"><b>RECEIVED</b> MAR 10 2004 Technology Center 2000</div>	

<b>SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT</b>	
Firm or Individual name	Jeffrey S. Whittle, Reg. No. 36,382 Bracewell & Patterson, LLP
Signature	
Date	3/3/04

<b>CERTIFICATE OF TRANSMISSION/MAILING</b>			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Dora Rios		
Signature		Date	3-3-2004

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.



**CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop - Petition - No Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

3-3-2004

Date

*Dora Rios*

Dora Rios

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:

Judkins, et al.

Serial No.: 09/513,784

Filed: February 25, 2000

For: INTEGRATED ACD AND IVR  
SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS

)  
) Confirmation No. 7190  
)

) Examiner: William J. Deane, Jr.  
)

) Group Art Unit: 2642  
)

) Attorney Docket No. 81544.005  
)  
)

**PETITION TO WITHDRAW HOLDING OF ABANDONMENT  
BASED ON FAILURE TO RECEIVE OFFICE ACTION**

Mail Stop: Petition - No Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

MAR 10 2004

Technology Center 2600

Dear Sir:

In response to the "Notice of Abandonment" dated September 23, 2004, Applicant's respectfully request that the Office withdraw its holding of abandonment for failure to receive payment of the Issue and Publication Fees. Applicant's attorneys never received a copy of the "Notice of Allowance", and still do not even have a copy so as to know what was allowed.

An affidavit of Applicant's attorneys mail docketing personnel is attached as Exhibit A hereto. This affidavit indicates that the "Notice of Allowance" was never received by Applicant's attorneys. Hence, the abandonment of this application was inadvertent, and this petition and statements herein are done without deceptive intent.

In view of non-receipt of the Notice of Allowance, Applicant respectfully requests that its petition be granted, that the Office remail or fax the Notice of Allowance to Attorney for

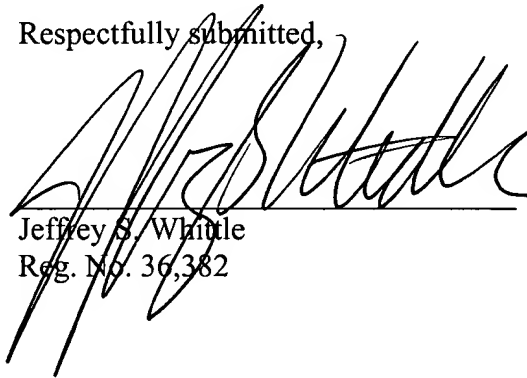
In re Application of:  
Judkins, et al.

Serial No. 09/513,784

Applicant at the fax number listed below, and that Applicant be granted the statutory 3-month period for responding to the Notice of Allowance and paying the Issue and Publication Fees.

In the event any additional fee is required, the Commissioner is hereby authorized to charge Deposit Account No. 50-0259 (Attorney Docket No. 081544.005) of Bracewell & Patterson, L.L.P.

Respectfully submitted,



Jeffrey S. Whittle  
Reg. No. 36,382

Date: \_\_\_\_\_

3/3/04

BRACEWELL & PATTERSON, L.L.P.  
P.O. Box 61389  
Houston, Texas 77208-1389  
Telephone: (713) 221-1185  
Facsimile: (713) 221-2141

1664741.1

In re Patent Application of:  
Judkins, et al.

Serial No. 09/513,784

## **ATTACHMENT A**

**CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop -Petition - No Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

3-3-2004

Date

Dora Rios

Dora Rios

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:

Judkins, et al.

Serial No.: 09/513,784

Filed: February 25, 2000

For: INTEGRATED ACD AND IVR  
SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS

)  
) Confirmation No. 7190  
)

) Examiner: William J. Deane, Jr.  
)

) Group Art Unit: 2642  
)

) Attorney Docket No. 81544.005  
)  
)

**AFFIDAVIT OF LETICIA HERRERA**

**RECEIVED**

**MAR 10 2004**

**Technology Center 2600**

Mail Stop: Petition - No Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

I, Leticia Herrera, declare as follows:

1. I am over 18 years of age, am fully competent to give this testimony under oath, and am currently employed by Bracewell & Patterson, L.L.P. (the "Firm") to handle and docket incoming mail from the U.S. Patent Office. I have personal knowledge of each statement contained in this affidavit.
2. As a regular part of my job, I receive and docket incoming mail on the Firm docketing system.
3. During the time period from September 4, 2003 which is the date of our last response to office action, until receipt by the Notice of Abandonment March 3, 2004, I neither received nor docketed a Notice of Allowance for U.S. Patent Application Serial No. 09/513,784 (the "Patent Application").

4. A thorough search of the file jacket was conducted. If the Firm had received the Notice of Allowance, I would have received it and docketed it.
5. Copies of the Firm docketing sheets for this Patent Application showing that no docketing for the Notice of Allowance occurred since the filing of our Amendment and Response to Office Action filed on September 4, 2004, are attached hereto for reference.

FURTHER AFFIANT SAYETH NOT.

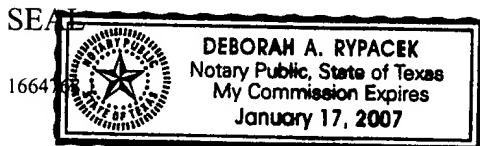
March 3, 2004  
Date

Leticia Herrera  
Leticia Herrera

STATE OF TEXAS       §  
                                  §  
COUNTY OF HARRIS   §

On this 3<sup>rd</sup> day of March, 2004, before me personally appeared Leticia Herrera, to me personally known as the individual who executed the foregoing affidavit, and who acknowledged to me that she executed the same of her own free will for the purposes therein set forth.

Deborah A. Rypacek  
Notary Public  
My commission expires: 01-17-2007



B&amp;P# 081544.000005

PRINTED ON: 9/8/2003

COUNTRY	US	UNITED STATES	TITLE		PRIOR	2/25/2000	
NEW/CON	NEW	SERIAL#	09/513,784	INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS	MAIL	2/25/2000	
RELATED		PATENT#			FILE	2/25/2000	
TYPE	UTL	STATUS	PENDING		PUBL		
CLIENT	081544	TELTRONICS, INC.	1	CREF	24648	ISSUE	
AGENT				AREF		1ST	2/25/2000
						EXP	2/25/2020

ID	O	ACTION	BASE	DUE IN	DUE	EXTNS	FINAL	EXT	RESPONSE	CALL UP	1	2	P
SC	N	STATUS CHECK	2/25/2000	18 M	8/25/2001	0	8/25/2001	0	12/27/2001	1 M	Y	Y	Y
AW	N	AWAITING POSTCARD	12/27/2001	1 M	1/27/2002	0	1/27/2002	0	1/23/2002	1 M	Y	Y	Y
	N	SC: RE STATUS INQRY	12/27/2001	12 M	12/27/2002		12/27/2002	0	1/31/2003	1 M	Y	Y	Y
NO RESPONSE AS OF 1/31/03.													
SC	Y	STATUS INQUIRY	1/31/2003										
AW	N	AWAITING POSTCARD	1/31/2003	1 M	2/28/2003	0	2/28/2003	0	2/7/2003	1 M	Y	Y	Y
SC	N	SC:RE STATUS INQUIRY	1/31/2003	4 M	5/31/2003	0	5/31/2003	0	6/11/2003	1 M	Y	Y	Y
	Y	FORMAL DWGS FILED	8/6/2003										
AW	N	AWAITING POSTCARD	8/6/2003	1 M	9/6/2003	0	9/6/2003	0	8/15/2003	1 M	Y	Y	Y
RE	N	RESPONSE TO OA	6/6/2003	3 M	9/6/2003	3 1	12/6/2003	1	9/4/2003	2 M	Y	Y	Y
AW	N	AWAITING POSTCARD	9/4/2003	1 M	10/4/2003	0	10/4/2003	0		1 M	Y	Y	Y
S1	N	SC: RE LAST RESPONSE	9/4/2003	8 M	5/4/2004	0	5/4/2004	0		3 M	Y	Y	Y

## INVENTORS

J. ANDREW JUDKINS

MICHAEL SHELTON

DAVID PETERSON

## ASSIGNEES

HARRIS CORPORATION

RECEIVED

MAR 1 0 2004

Technology Center 2600

USER-DEFINABLE FIELDS		PATENT FIELDS	
ART#		SMALL ENTITY	ART UNIT
LOC	F	CLAIMS	EXAMINER
		PUBLICATION#	CONFIRM#

P50356US00 ENTERED 3/6/2002 MODIFIED 9/8/2003 BY lh ATTORNEYS JSW / N/A / N/A

## NOTES

R010987/F0795, RECORDED 7/10/00

B&amp;P# 081544.000005

PRINTED ON: 3/3/2004

COUNTRY US UNITED STATES

TITLE

PRIOR 2/25/2000

NEW/CON NEW SERIAL# 09/513,784

INTEGRATED ACD AND IVR SCRIPTING FOR  
CALL CENTER TRACKING OF CALLS

MAIL 2/25/2000

RELATED PATENT#

FILE 2/25/2000

TYPE UTL STATUS PENDING

PUBL

ISSUE

CLIENT 081544 TELTRONICS, INC.

1 CREF 24648

1ST 2/25/2000

AGENT AREF

EXP 2/25/2020

ID	O	ACTION	BASE	DUE IN	DUE	EXTNS	FINAL	EXT	RESPONSE	CALL UP	1	2	P
SC	N	STATUS CHECK	2/25/2000	18 M	8/25/2001	0	8/25/2001	0	12/27/2001	1 M	Y	Y	Y
AW	N	AWAITING POSTCARD	12/27/2001	1 M	1/27/2002	0	1/27/2002	0	1/23/2002	1 M	Y	Y	Y
N	SC:	RE STATUS INQRY	12/27/2001	12 M	12/27/2002		12/27/2002	0	1/31/2003	1 M	Y	Y	Y
NO RESPONSE AS OF 1/31/03.													
SC	Y	STATUS INQUIRY	1/31/2003										
AW	N	AWAITING POSTCARD	1/31/2003	1 M	2/28/2003	0	2/28/2003	0	2/7/2003	1 M	Y	Y	Y
SC	N	SC:RE STATUS INQUIRY	1/31/2003	4 M	5/31/2003	0	5/31/2003	0	6/11/2003	1 M	Y	Y	Y
Y		FORMAL DWGS FILED	8/6/2003										
AW	N	AWAITING POSTCARD	8/6/2003	1 M	9/6/2003	0	9/6/2003	0	8/15/2003	1 M	Y	Y	Y
RE	N	RESPONSE TO OA	6/6/2003	3 M	9/6/2003	3 1	12/6/2003	1	9/4/2003	2 M	Y	Y	Y
AW	N	AWAITING POSTCARD	9/4/2003	1 M	10/4/2003	0	10/4/2003	0	9/18/2003	1 M	Y	Y	Y
AN	Y	ABANDONMENT NOTICE	3/3/2004										
N	PET TO	WITHD ABND	2/23/2004	2 M	4/23/2004		4/23/2004	0		1 M	Y	Y	Y

PETITION TO WITHDRAW HOLDING OF ABANDONMENT BASED ON FAILURE TO RECEIVE OFFICE ACTION (MPEPE 711.03 (c) II) - NO FEE REQUIRED

S1 N SC: RE LAST RESPONSE 9/4/2003 8 M 5/4/2004 0 5/4/2004 0 3 M Y Y Y

## INVENTORS

## ASSIGNEES

J. ANDREW JUDKINS

HARRIS CORPORATION

MICHAEL SHELTON

DAVID PETERSON

## USER-DEFINABLE FIELDS

## PATENT FIELDS

ART#

SMALL ENTITY

ART UNIT

LOC F

CLAIMS

EXAMINER

PUBLICATION#

CONFIRM#

P50356US00 ENTERED 3/6/2002 MODIFIED 3/3/2004 BY lh ATTORNEYS JSW / DSB / N/A

## NOTES

R010987/F0795, RECORDED 7/10/00